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A Note from the Director



The 2016 Annual Report provides a snapshot of the work completed by the staff of the Columbia/Boone County Department of Public Health and Human Services over the past year. As always, I am proud to sing the praises of our talented and dedicated staff with their strong public service spirit and their commitment to public health and human services.

In 2016 we achieved national accreditation through the Public Health Accreditation Board (PHAB). The national accreditation program sets standards against which the nation's nearly 3,000 governmental public health departments can continuously improve the quality of their services and performance. To receive accreditation, we underwent a rigorous, peer-reviewed assessment process against nearly 100 quality standards and measures. We are currently one of only four local health agencies in the state of Missouri to achieve national accreditation, and we join fewer than 200 of approximately 3,000 health departments across the county to be accredited thus far since PHAB launched in 2011. With accreditation, we are demonstrating as a collective team, increased accountability and credibility to the public, funders, elected officials and partner organizations that we work with. Accreditation does not represent a one-time goal; rather a process of continual improvement. It helps us make sure we are serving our community in the best way possible over the long haul.



As we wrap up 2016 and start a new year, we will continue to monitor infectious diseases and emerging public health threats on the horizon like the mumps and the Zika virus. Our goal is to make sure we have a strong, responsive public health system in place so that we are able to protect our community when the need arises. We will also continue our involvement with the Live Well Boone County Community Health Improvement Plan by supporting the work of five action teams: Safe and Healthy Neighborhoods, Access to Health Care, Behavioral Health, Healthy Lifestyles, and Health Disparities. There is much to be accomplished, but we know that working together as a community is the way toward true progress.

Mission, Vision, & Values



Mission

To promote and protect the health, safety, and well-being of the community through leadership, partnership, and service.

Vision

Optimal health, safety, and well-being for all.

Values

Customer Service

Communication

Continuous Improvement

Integrity

Teamwork

Stewardship

Administration



The Administration Unit is responsible for the overall management of daily department operations. Staff within this unit strives to achieve goals in the areas of strategic planning, departmental budget, vital records (issue birth and death certificates), and public communications. Staff support is also provided to assist with the Board of Health.

7,635

**Certified copies of Birth
Certificates issued**

198

Media Interactions

14

Domestic Partnership registrations

Epidemiology, Planning, and Evaluation

The Epidemiology, Planning and Evaluation Unit is responsible for monitoring the public health needs of residents through disease surveillance, quality improvement, and planning. The unit also addresses emergency and disaster preparedness through effective response planning and outreach efforts.



3,132 Customer service surveys collected & analyzed

6 Participations in Emergency Preparedness exercises

Community Health Promotion

The Community Health Promotion Unit provides health and wellness education to our community through a number of outreach programs focused on physical health, nutrition, adolescent health, sexual health, and health literacy.



Health educators place emphasis on evidence-based, comprehensive approaches to community-wide health promotion.

1,243

Community Services Learning Hours completed by youth in the Teen Outreach Program

818

HIV Tests conducted outside of Clinic

Human Services

The Human Services Unit works to address the causes and effects of poverty by purchasing, coordinating, and providing social services in our community. The staff provides a number of services such as medication and utility assistance, pregnancy testing and support through home visiting programs, and helping to access health insurance programs such as Medicaid and MC+.



397

Women received pregnancy test counseling

392

Women received pregnancy support services

68

Families received weekly to monthly home visits

851

Healthy Families America Home Visitation Program home visits

Community Health

The Community Health Unit prevents and treats diseases in order to help our community stay healthy. Staff provides services ranging from gynecological/breast exams and reproductive health services, to immunizations and



communicable disease investigations (i.e. foodborne disease outbreaks, STDs, TB, etc.). The unit provides registered nurses to screen, assess, educate, and promote the overall health of the community.

19,349

Immunizations Given

2,317

STD Office Visits

282

Annual Exams Performed

WIC & Community Nutrition

The Women, Infants, & Children (WIC) and Community Nutrition Unit provides income-based nutrition services to pregnant women, new mothers, babies, and children up to their 5th birthday. WIC staff helps families eat well and stay



healthy through the implementation of breast feeding support, nutrition education and counseling, health screenings and risk assessments, and referrals to health care as appropriate. This unit also provides free lunch to children in Douglass Park through the Summer Lunch in the Park program.

29,976

Office visits by WIC participants

74.5%

of WIC Participants breastfeed

4,193

Lunches served with the Lunch in the Park program

Environmental Health

The Environmental Health Unit enforces laws and ordinances that keep our surroundings safe and healthy. Environmental Health staff dedicates it's time to educating the public and providing services such as restaurant inspections and food handler education; daycare, lodging, and pool inspections; mosquito control during summer months; as well as enforcing county nuisance ordinances and wastewater permit programs.



3,859 Food Handler Cards issued

242 Onsite Wastewater Permits issued

2,297 Food Establishment Inspections completed

Animal Control

The Animal Control Unit supports responsible pet ownership while helping keep animals and the public safe. Our Animal Control officers assist the public with a variety of services from investigating animal bite cases and educating the



community on rabies prevention, to enforcing city and county animal ordinances, handling animal cruelty investigations, and distributing free spay/neuter vouchers.

3,531 Calls for service answered

613 Animals impounded

Contact Us

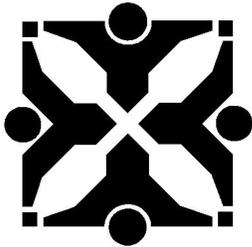
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Public Health
Prevent. Promote. Protect.
Columbia/Boone County
Public Health & Human Services

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